



# Recall Bulletin



## PRODUCT SAFETY RECALL

**SUBJECT:** Ignition Switch Replacement

**MODELS:** 2006-2007 Chevrolet HHR  
2006-2007 Pontiac Solstice  
2003-2007 Saturn Ion  
2007 Saturn Sky

The Parts Information, Service Procedure and Warranty Transaction Information sections have been revised for the Keys for Life Program. Please discard all copies of bulletin 14063C.

Vehicles involved in this safety recall are also involved in safety recall 14113 or 14133. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin. In the interest of customer satisfaction and to assist with dealer throughput, recall repairs for 14063 and 14113 or 14133 should be performed in a single visit.

### CONDITION

General Motors has decided that a defect which relates to motor vehicle safety exists in 2006-2007 model year (MY) Chevrolet HHR, 2006-2007 MY Pontiac Solstice, 2003-2007 MY Saturn Ion, and 2007 MY Saturn Sky vehicles. There is a risk, under certain conditions, that the ignition switch may move out of the "run" position, resulting in a partial loss of electrical power and turning off the engine. This risk increases if the key ring is carrying added weight (such as more keys or the key fob) or the vehicle experiences rough road conditions or other jarring or impact related events. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

**Whenever a customer contacts you about the recalls it is imperative that you remind them of the following:**

**Until the recall repairs have been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from your key ring. Also, when exiting your vehicle, always make sure your vehicle is in "Park", or in the case of a manual transmission, put the transmission into reverse gear. Always set the parking brake.**

**After the repairs, only use the new round hole keys and rings that have been provided to you by your dealer. Destroy any old slotted keys you still have that have not been**

**turned into your GM dealer. Your GM dealer will provide replacement keys for your vehicle free of charge for the life of the vehicle. If you obtain an ignition key elsewhere, always use a key of the exact same design as the repair key, including the shape, and size, and with only a round key hole.**

### CORRECTION

Dealers are to replace the ignition switch.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

### PART INFORMATION

The parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

In order to simplify the dealer ordering process for all ignition switch recall parts, effective December 15, 2014, direct dealer ordering of a required part kit will be available. Dealers will no longer be required to provide the ignition switch part number (23228993 or 23215459), as a CSO order, with the VIN in the notes field to obtain the correct kit.

To assist dealers in determining the correct kit part number to order, we have created an Ignition Switch Ordering Tool. This tool is located in GM GlobalConnect on the Parts Workbench application and will provide the correct kit part number based on the VIN entered. For part number 23232575 or 23232576, in instances where stock is on-hand, please see the table below for the applicable kit part number.

**Note:** Kits ordered through GMCCA will contain the parts required to complete this recall as well as to complete safety recall 14113 or 14133, whichever is applicable. Kit part numbers 23232575 and 23232576 are not included in the Ignition Switch Ordering Tool and referencing this table is necessary to match 23232575 and 23232576 with the correct vehicle.

<b>Recall 14063 and 14113</b>	<b>Kit Part Number *</b>	<b>Quantity/Vehicle</b>
2006-2007 Chevrolet HHR	23232575 (Old) or 23234399 (New)	1
2006-2007 Pontiac Solstice	23232576 (Old) or 23240429 (New)	1
2003-2007 Saturn Ion	23232576 (Old) or 23237274 (New)	1
2007 Saturn Sky	23232576 (Old) or 23240429 (New)	1
<b>Recall 14063 and 14133</b>	<b>Kit Part Number *</b>	<b>Quantity/Vehicle</b>
2006-2007 Chevrolet HHR	23232575 (Old) or 23234399 (New)	1
2006-2007 Pontiac Solstice	23232576 (Old) or 23240429 (New)	1
2003-2007 Saturn Ion	23232576 (Old) or 23237274 (New)	1
2007 Saturn Sky	23232576 (Old) or 23240429 (new)	1

\* Either the “old” or “new” kit part number can be used.

**Please refer to GM GlobalConnect message G\_0000206665 (Canada GMP2014-255) for instructions on using the Ignition Switch Ordering Tool and FAQ sheet.**

### Keys for Life Program

The Keys for Life Program allows dealers to satisfy future customer requests for additional ignition keys. This means dealers will provide replacement ignition keys to vehicle owners free of charge for the life of the vehicle regardless of when the vehicle was originally placed in service or its current mileage. Dealers are also to attach a 16mm key ring to each new ignition key. Service key and key ring part numbers are provided below. Note that key rings are provided 4 per package and each package will service 4 ignition keys.

<b>Make / Model</b>	<b>Model Year</b>	<b>Recall</b>	<b>Key Ring Part Number</b>
All	All	All	23232599 (1 Per Key – Submit in Net Item)
<b>Make / Model</b>	<b>Model Year</b>	<b>Recall</b>	<b>Service Key Part Number</b>
Chevrolet HHR	2006-2007 2008-2011 2006-2011	14063 14092 14113 or 14133	23234400
Pontiac Solstice	2006-2007 2008-2010 2006-2010	14063 14092 14113 or 14133	23240428
Saturn Ion	2003-2007	14063 and 14113 or 14133	23237275
Saturn Sky	2007 2008-2010 2007-2010	14063 14092 14113 or 14133	23240428

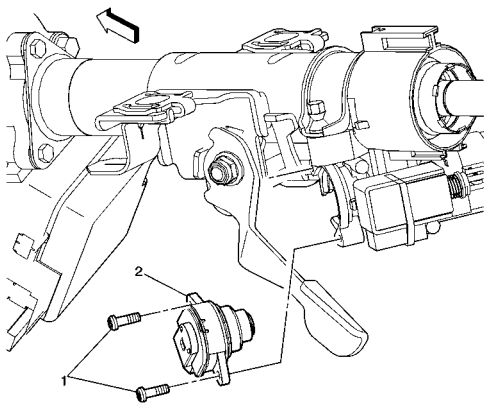
### SERVICE PROCEDURE

**CAUTION:** To avoid part damage carefully read and follow the instructions below.

- Refer to the appropriate model and model year service procedure in Service Information (SI) BEFORE removing or replacing an ignition switch or key lock cylinder.

- If replacing both the ignition lock cylinder and the ignition and start switch, always replace the ignition and start switch first before removing the ignition lock cylinder, as misalignment between the ignition and start switch housing and the ignition and start switch will occur, resulting in permanent damage to the ignition and start switch.
- In order to allow the ignition and start switch to be removed or installed, always ensure the ignition lock cylinder is in the RUN position. Once the ignition and start switch is removed, do not move or turn the ignition lock cylinder during the procedure, as misalignment between the ignition and start switch housing and the ignition and start switch will occur, resulting in permanent damage to the ignition and start switch.
- Never rotate the actuator shaft on the ignition and start switch as permanent damage to the ignition and start switch will occur.
- When installing the ignition and start switch, if the switch does not freely slide into position, slightly rotate the ignition key clockwise and then counterclockwise while very lightly pressing on the ignition and start switch until it is fully seated.
- If a key learn procedure or programming event is required, use a Tech 2 or Tech 2 WIN scan tool.

**Note:** Vehicles involved in this safety recall are also involved in safety recall 14113 or 14133. Check the Investigate Vehicle History (IVH) screen in the GM Global Warranty Management (GWM) system to determine which additional field action is applicable. Perform the service procedure provided in that bulletin in conjunction with the repair described in this bulletin.

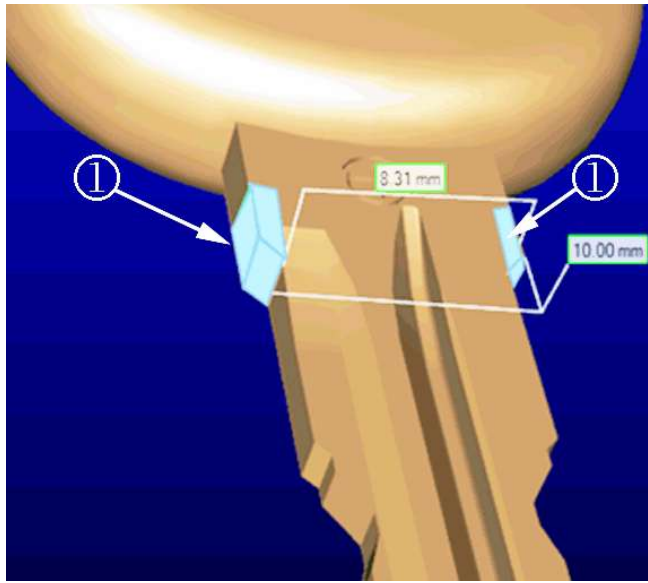


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1. Remove the ignition switch from the vehicle. Refer to *Ignition and Start Switch Replacement* in SI.
2. Install a new ignition switch. Refer to *Ignition and Start Switch Replacement* in SI.

### Replacement Key Modification

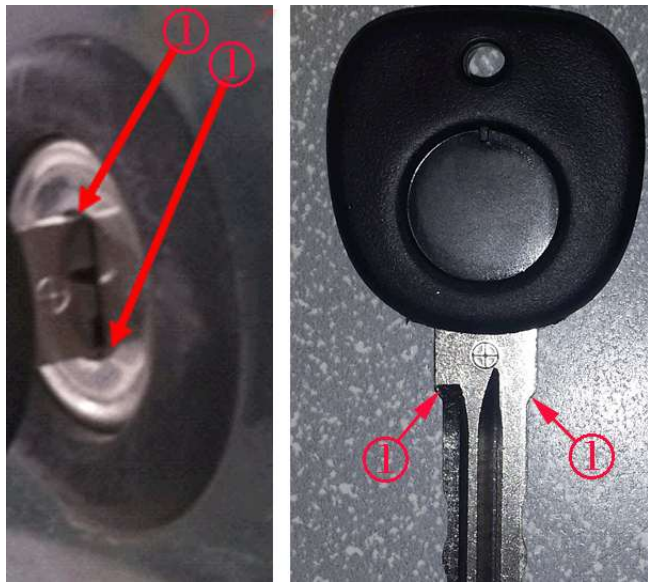
For the Saturn Ion only, if the replacement key profile is wider near the key head than the original equipment manufacturer (OEM) key, it may only work in the ignition lock cylinder and not in the doors or trunk. The replacement key may require modification BEFORE it can be used to open a vehicle door or trunk. Perform the Key Modification procedure in this bulletin if the replacement key will not open the doors or trunk of the vehicle.



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**Note:** GM Dealers should NOT replace door and trunk lock cylinders or provide two sets of keys (one for the ignition and one for the doors / trunk) to the vehicle owner for this condition.

1. Using a file, remove the extra width of key near the over molded head as shown in blue (1) in the photograph above. Removing this material makes the width of the key 8.3mm (same as the OEM key) rather than 10mm. This will allow the key to enter fully into the door and trunk lock cylinders.



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**Note:** Without the modification, the key stops on the shoulder and will not fully enter the key lock cylinder. Refer to the photograph.

2. Verify key function in the ignition cylinder as well as all door and trunk lock cylinders prior to delivery to the customer.
3. Assemble the new key(s), the key fob(s) and the 1/2" key ring together.

<b>Keys for Life Program</b>
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1. Cut two new ignition/door keys and attach a 16mm key ring.

**Note:** Use a Tech 2 or a Tech 2 WIN scan tool to perform a key learn or programming event.

2. Program the new keys to the vehicle, if required. Refer to "Replacing Keys" in SI.

**The 2003-2007 model year Saturn Ion vehicles do NOT require any key programming.**

**Note:** Verify key function in the ignition cylinder as well as all door and trunk lock cylinders prior to delivery to the customer. If the replacement key will not work in the doors or trunk of the vehicle, refer to Replacement Key Modification in this bulletin.

**Note:** Do not return the old keys to the customer. These keys must be destroyed and not reused. Inform the customer to destroy and not use any keys that were not brought in for this repair.

#### CUSTOMER REIMBURSEMENT – U.S.

Customer requests for reimbursement of previously paid repairs for the recall condition are to be submitted to the dealer by May 31, 2015, unless otherwise specified by state law. If this is not convenient for the customer, they may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:

- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Canada and Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by May 31, 2015.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### COURTESY TRANSPORTATION AND VEHICLE TOWING – For U.S. and Canada

**Please refer to GM GlobalConnect message G\_0000190527 for courtesy transportation instructions.**

For purposes of this recall, it is permissible to offer courtesy transportation to those customers who express concern about the continued use of their vehicle or who require alternate transportation while the vehicle is in for the recall repairs. The availability of courtesy transportation to such customers is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines. In addition, for purposes of this recall, it is permissible to provide free towing to a customer who may be concerned about operating their vehicle.

#### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time	Net Item
9100400	Replace Ignition & Start Switch - HHR - Solstice - Ion - Sky	0.4 0.7 0.6 0.7	N/A
9100387*	Courtesy Transportation	N/A	***
9100389**	Customer Reimbursement Approved	0.2	****
9100390**	Customer Reimbursement Denied - For US Dealers Only	0.1	N/A
0602148	Keys For Life Program# Cut One Key and Perform Key Learn Procedure Add: For Each Additional Key - Same Service Visit Add: Replacement Key Modification for Saturn Ion (If Necessary)	0.3 0.1 0.1	##

\* To avoid having to “H” route this transaction for approval, it must be submitted prior to the repair transaction (U.S. only).

\*\* To avoid having to “H” route this transaction for approval, it must be submitted prior to the repair transaction (U.S. and Canada). Note that customer reimbursement will not close this recall.



- \*\*\* The amount identified in “Net Item” should represent the actual dollar amount for courtesy transportation.
- \*\*\*\* The amount identified in “Net Item” should represent the actual dollar amount reimbursed to the customer.
- # Labor code 0602148 has been set up specifically for the Keys for Life Program. This program allows dealers to provide replacement ignition keys to vehicle owners free of charge for the life of the vehicle regardless of when the vehicle was originally placed in service or its current mileage. The only requirement is that recall 14063 and 14113 or 14133 have been completed. All Keys for Life Program transactions should be submitted as a ZREG transaction.
- ## The amount identified in “Net Item” should represent the actual sum total of the current GMCCA dealer net price for one 16mm key ring, not to exceed \$0.22 USD, \$0.28 CAD, plus applicable Mark-Up or Landed Cost (for Export). Also applies to each additional key ring provided during the same service visit.

#### CUSTOMER NOTIFICATION – For U.S. and Canada

General Motors will notify customers of this recall on their vehicle.

#### CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers.

#### DEALER RECALL RESPONSIBILITY – For U.S. and Export (U.S. States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The U.S. National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

#### DEALER RECALL RESPONSIBILITY – All

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this recall bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.



Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.





# IMPORTANT SAFETY RECALL

April 2014

Dear Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that one or more defects as described below which relate to motor vehicle safety exist in all 2005-2007 model year (MY) Chevrolet Cobalt, 2006-2007 MY Chevrolet HHR, 2007 MY Pontiac G5, 2006-2007 MY Pontiac Solstice, 2003-2007 MY Saturn Ion, and 2007 MY Saturn Sky vehicles. As a result, GM is conducting a recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

## IMPORTANT

- This notice applies to your 2005-2007 model year (MY) Chevrolet Cobalt, 2006-2007 MY Chevrolet HHR, 2007 MY Pontiac G5, 2006-2007 MY Pontiac Solstice, 2003-2007 MY Saturn Ion, or 2007 MY Saturn Sky vehicle **VIN:**\_\_\_\_\_.
- Parts needed for the recall repairs are becoming available for dealers to order. Please contact your GM dealer to schedule an appointment to have the recall repairs performed on your vehicle.
- **Until the recall repairs have been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from the key ring. Also, when exiting your vehicle, always make sure your vehicle is in “Park”, or in the case of a manual transmission, put the transmission into reverse gear and set the parking brake.**
- The recall repairs will be performed for you at **no charge**.

### Why is your vehicle being recalled?

There is a risk, under certain conditions, that your ignition switch may move out of the “run” position, resulting in a partial loss of electrical power and turning off the engine. This risk increases if your key ring is carrying added weight (such as more keys or the key fob) or your vehicle experiences rough road conditions or other jarring or impact related events. If the ignition switch is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury or fatality.

Some of these vehicles may also have a condition in which the ignition key may be removed when the ignition is not in the “Off”

position. If the ignition key is removed when the ignition is not in the "Off" position, unintended vehicle motion may occur: (a) for an automatic transmission, if the transmission is not in "Park"; or (b) for a manual transmission, if the parking brake is not engaged and the transmission is not in reverse gear. This could result in a vehicle crash and occupant or pedestrian injuries.

**Until the recall repairs have been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from your key ring. Also, when exiting your vehicle, always make sure your vehicle is in "Park", or in the case of a manual transmission, put the transmission into reverse gear and set the parking brake.**

**What will we do?**

Your GM dealer will replace the ignition switch on your vehicle whether it is the original switch or a replacement. For vehicles that have not previously had an ignition cylinder replacement under warranty, dealers will replace the ignition cylinder. Dealers will also cut and, if necessary, re-learn two ignition/door keys for each vehicle. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 90 minutes.

If required, your dealer will provide you with some form of courtesy transportation at no charge while your vehicle is at the dealership for this repair.

**What should you do?**

You should contact your GM dealer to arrange a service appointment as soon as possible. **Until the recall repair has been performed, it is very important that you remove all items from your key ring, leaving only the vehicle key. The key fob (if applicable), should also be removed from your key ring. Also, when exiting your vehicle, always make sure your vehicle is in "Park", or in the case of a manual transmission, put the transmission into reverse gear and set the parking brake.**

**Did you already pay for this repair?**

**Even though you may have already had the ignition switch replaced, you will still need to take your vehicle to your dealer to have the switch replaced.** If you have paid to have your vehicle's ignition switch or ignition cylinder replaced, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by May 31, 2015, unless state law specifies a longer

reimbursement period.

**Do you have questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Saturn	1-800-553-6000	1-800-833-6000
<i>Puerto Rico – English</i>	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Numbers for these recalls are 14V047 and 14V171.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

For additional information regarding this recall, please go to [www.gmignitionupdate.com](http://www.gmignitionupdate.com).

Jim Moloney  
General Director,  
Customer and Relationship Services

Enclosure

GM Recall Bulletin Numbers: 13454 or 14063, and 14113 or 14133